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CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)	Docket No. 01-172 (2162)
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Owner(s): Srinivasan, et al.

Serial No. 09/804,728	Filing Date 3/13/01	Patent No. UNASSIGNED	Issue Date UNASSIGNED
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METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION

I hereby certify that the following documents:

- 1 Response to Notice of Incomplete Reply & copy of filing of 9/17/01
- 1 Change of Attorney's Address
- 1 Notice of Incomplete Reply (Nonprovisional)
- 1 Declaration and Power of Attorney for Patent Application
- 1 ACKNOWLEDGEMENT POSTCARD

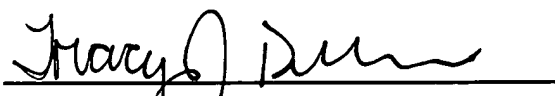
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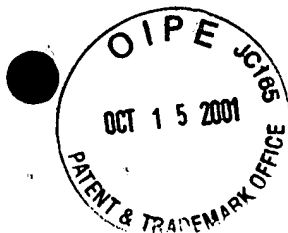
Assistant Commissioner for Patents, Washington, D.C. 20231-0001
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EXPRESS MAIL LABEL NO.: EL857782315US

Dated: October 15, 2001


Tracy J. Dillinger

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#6
01/23/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Srinivasan, et al.)

Serial No.: 09/804,728)

Filed: 03/13/01)

Our Ref: 01-172)

**METHOD AND APPARATUS FOR
INTERNET CUSTOMER RETENTION**

October 15, 2001

Commissioner of Patents and Trademarks
Washington DC 20231

Sir/Madam:

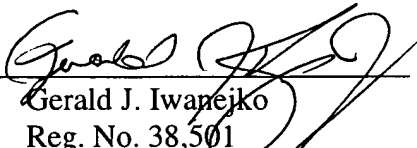
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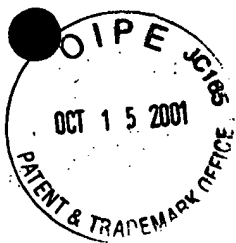
RESPONSE TO NOTICE OF INCOMPLETE REPLY

In response to the Notice of Incomplete Reply mailed on August 22, 2001 in the above-referenced patent application, applicant hereby encloses a filing mailed on September 17, 2001 that includes a copy of the signed Declaration and Power of Attorney. This filing was made prior to forwarding to this office of the Notice of Incomplete Reply, which was originally sent to Applicants' prior representative in this matter.

The deadline for response to the Notice of Missing Parts was due on July 14, 2001. Applicant hereby petitions for a three month extension to respond thereto. The Commissioner is authorized to charge Deposit Account No. 03-2026 for the fee associated with this request. Also enclosed is a Change of Attorney's Address.

Respectfully submitted,
Srinivasan, et al.

By: 
Gerald J. Iwanjko
Reg. No. 38,501
COHEN & GRIGSBY, P.C.
Eleven Stanwix Street, 15th Floor
Pittsburgh, PA 15222
(412) 297-4900



The dating stamp of the Patent Office on this card will be taken as an indication that the accompanying paper was filed.

Ser. No. 09/804,728
Paper Mailed 9/17/2001
Att'y's File No. 01-172
S. Chopra

1 - Transmittal
1 - Declaration
+ P of A
1 - Cert of
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SANJAY CHOPRA - 7545.0001 01-172

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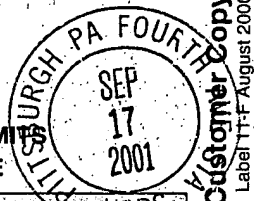
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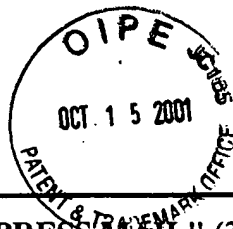
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CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)

Docket No.
01-172

Applicant(s): Srinivasan, et al.

Serial No.
09/804,728

Filing Date
3/13/2001

Patent No.
UNASSIGNED

Issue Date
UNASSIGNED

METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION

I hereby certify that the following documents:

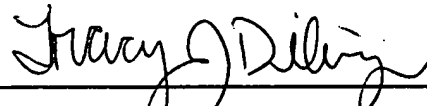
- 1 Transmittal)
- 1 SIGNED Declaration and Power of Attorney
- 1 ACKNOWLEDGEMENT POSTCARD

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to:

Assistant Commissioner for Patents, Washington, D.C. 20231-0001
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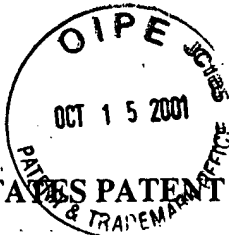
EXPRESS MAIL LABEL NO.: _EL916596713US

Dated: September 17, 2001


Tracy J. Dillinger

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: SRINIVASAN, ET AL.)
Serial No.: 09/804,728) METHOD AND APPARATUS FOR
Filed: March 13, 2001) INTERNET CUSTOMER RETENTION
Docket No.: 01-172)

Assistant Commissioner for Patents
Washington, D.C. 20231

TRANSMITTAL

In reviewing our file, we note that we found the original signed Declaration and Power of Attorney. We believed this document was submitted on July 13, 2001, however, because it was discovered in our file, we are forwarding same to the United States Patent Office.

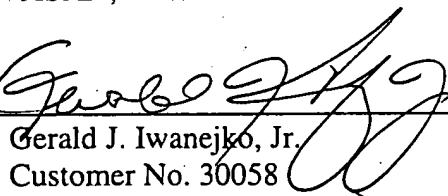
Applicant believes no fees are associated with this filing, however, the Commissioner is hereby authorized to charge Deposit Account No. 03-2026 for any fee deficiency associated with this request.

Respectfully submitted,

SRINIVASAN, et al.

Date: September 17, 2001

By


Gerald J. Iwanejko, Jr.
Customer No. 30058

Attorney for Applicants

Technology Center 2100

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COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/804,728	03/13/2001	Kannan Srinivasan	01-172

009629
MORGAN, LEWIS & BOCKIUS
1800 M STREET NW
WASHINGTON, DC 20036-5869

CONFIRMATION NO. 2029

FORMALITIES LETTER



OC000000006458725

Date Mailed: 08/22/2001

NOTICE OF INCOMPLETE REPLY (NONPROVISIONAL)

Filing Date Granted

The U.S. Patent and Trademark Office has received your reply on 07/13/2001 to the Notice to File Missing Parts (Notice) mailed 05/14/2001 and it has been entered into the nonprovisional application. The reply, however, does not include the following items required in the Notice.

The period of reply remains as set forth in the Notice. You may, however, obtain EXTENSIONS OF TIME under the provisions of 37 CFR 1.136 (a) accompanied by the appropriate fee (37 CFR 1.17(a)).

A complete reply must be timely filed to prevent ABANDONMENT of the above-identified application.

- The oath or declaration is unsigned.

*A copy of this notice **MUST** be returned with the reply.*

H. Manos
Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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